

**Product Number: 4210.11.15****ON-CALL / OVERTIME**

**Effective Date:** July 1, 2014  
**Revision Date:**  
**Version:** 1.0.0  
**Product Owner:** Bryan Kasteler, IT Director / BOP  
**Product Manager:** Aaron Jeter, Campus C Manager  
**Phone:** 801-965-2568  
**E-mail:** [ajeter@utah.gov](mailto:ajeter@utah.gov)

On-Call is a service provided to the Utah Board of Pardons and Parole (BOP) by the Department of Technology Services (DTS) in order to meet their IT needs for a 7 x 24 x 365 working environment. The on-call plan is to address BOP IT production services needs in the event of an emergency.

Overtime is made up to two major types. Emergency over time, when an IT emergency happens and IT staff is called out to repair or get IT services back on line. Planned over time, when planned repairs or upgrades are best done during off hours benefiting BOP with the least possible disruption.

**Product Features and Descriptions**

Feature	Description
Emergency over-time	Business critical IT support to recover from such things as sites down, servers down, loss of connectivity etc.
Planned over-time	Planned major system upgrades, repairs, and/or services during system low use times, minimizing productivity disruption.
On-Call	DTS staff will be available after normal hours (Monday through Friday 8 AM to 5 PM) as listed under DTS Responsibilities in this document.

**Features Not Included**

Feature	Explanation
After hours help desk	After hours calls and email will go directly to the on-call

## State of Utah

## Product Description

	technician at DTS central.
Programmers on call	There is no on-call schedule for programmers. Due to the very low incidence of calls requiring software or DBA staff assistance, it was determined that we would follow our existing practice of not having Software or DBA staff on-call.

### Rates and Billing

Feature	Description	Base Rate
On-Call / Overtime		Included in applicable DTS Rate.

### Ordering and Provisioning

On-call support is provided 7x24x365 requiring no ordering for the service in general

On-call support can be requested by calling one of the after-hours pagers. (Contact the Department's Help Desk for pager numbers)

Planned over-time is based on need there is no ordering requirement. BOP may request projects be done during off-hours by contacting the DTS Campus Manager.

### DTS Responsibilities

The technician will work to identify the problem as quickly as possible.

When receiving a page or email the on-call employees will place a return phone call within one hour. If necessary he or she will dispatch to the scene in order to handle any major IT equipment failure during off hours.

When asked to support a non-emergency, the end-users will be told to call back during DTS regular working hours.

Report all after hours calls in the form of an Incident Report.

DTS will be efficient in the use of overtime avoiding tasks that can be done during regular working hours.

DTS staff will be scheduled for on-call duty after regular hours, during holidays or other limited operations times as follows:

CUCF, Gunnison prison site, one desktop support technician level TSS II or above  
 Draper prison site, one desktop support technician level TSS II or above  
 One datacenter engineer skilled in Linux/UNIX, Novell, Microsoft, etc.

### Agency Responsibilities

When the problem is too severe to wait for a DTS person to be available, BOP employees will call the after hour's pager number or email the on-call technician.

Provide access to all BOP areas where IT equipment is housed.

### DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

#### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
O-Track	99.90%
M-Track	99.90%
NORM / CACTUS	99.90%
COTS	99.50%
UDOCA	99.50%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Note: Application Availability metrics for NORM/CACTUS, COTS, and UDOCA are based on normal business hours (Monday – Friday 8 am – 5 pm).

For O-Track and M-Track the availability metrics are based on a 24 hour / day x 7 days / week schedule. However, after normal business hours only Desktop Support and Hosting staff provide on-call service to O-Track and M-Track systems. Due to the very low incidence of calls requiring Software or DBA staff assistance, it was determined that we would follow our existing practice of not having Software or DBA staff on-call.

## State of Utah

## Product Description

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timeline
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timeline set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timeline
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

**Customer Satisfaction Surveys and Reporting:**

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

**Customer Satisfaction Target**

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied